

Approved  
**MEETING MINUTES**  
**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**  
**May 12, 2006**

**Present:** Jere Annis, Carl Britton-Watkins, Terry Burgess, Zack Commander, Bill Cook, Matthew Elliott, Ron Huber, Ron Kendrick, Ed Masters, Dorothy O'Neal, Barbara Richards, Andrea Stevens, Beverly Stone and David Taylor.

**Absent:** Ellen Perry and Amelia Thorpe.

**Resigned:** Pete Clary and Ed Masters.

**DMH/DD/SAS Staff Present:** Rebecca Carina, Phillip Hoffman, Jim Jarrard, Cathy Kocian, Ann Remington and Jesse Sowa.

**Guests:** Ellen Boahn, Carolyn Privott and Judy Taylor.

**1. Welcome and Introductions**

- ◆ The meeting was called to order at 9:30 A.M.
- ◆ The Chair opened the meeting and welcomed the attendees.
- ◆ The SCFAC Chair announced the resignation of Pete Clary and expressed his appreciation for the time he served on the committee. In addition, Ed Masters announced his resignation due to multiple responsibilities at this time. The committee expressed their appreciation for Ed and his contributions to the State CFAC.

**2. Approval of Agenda and Minutes**

- ◆ The meeting agenda was approved with changes.
- ◆ The April 2006 meeting minutes were approved.

**3. Concept of Regional LMEs (Non-Agenda Item)**

- ◆ Jere Annis raised concerns regarding the concept of regionalization and the decision by the Secretary to approve Value Options as the contractor that will perform Utilization Review across the state in order to ensure statewide consistency of service authorization.
- ◆ Jere said he wants an explanation from the Division as to how the funding was determined. He said that he is going to draft a letter for SCFAC review that he wants to send to the Director and Secretary expressing his concerns.

**4. Public Comment Time**

- ◆ The NC Care-Line is a DHHS information and referral service that provides resource information on health and human services provided by all levels of government and other agencies. At this time, the development of NC Care-Link is underway which will allow people to get information via the Internet. NC Care-Line may be contacted Monday through Friday from 8:00 AM – 5:00 PM at (800) 662-7030. SCFAC members provided feedback on different logos currently being considered for NC Care-Link.
- ◆ In response to a concern about past meeting minutes, SCFAC members agreed that the minutes for the 2006 January, February and March meetings are correct as approved and posted on the SCFAC web page.

**5. SCFAC Conflict of Interest Policy**

## Approved

- ◆ SCFAC members discussed members recusing themselves from voting on issues where there may be a conflict of interest. Discussion included the conflict of interest policy as well as information from past state plans encouraging consumers and family members to pursue employment within the system.
- ◆ The SCFAC Chair will consult with an outside source prior to drafting a recusal policy. The Chair stated he would send out a draft of this policy for SCFAC review by May 20, 2006.

### 6. SCFAC 2006 Election

- ◆ The SCFAC elections will take place at the regularly scheduled June 8, 2006 meeting. The nominating committee consists of Terry Burgess, Zack Commander, Ron Huber and Jere Annis. The committee presented two nominations that were accepted for the following positions:
  1. SCFAC Chair (2006-2008): Carl Britton-Watkins and
  2. SCFAC Vice-Chair (2006-2008): Ron Kendrick.
- ◆ Nominations from the floor included:
  1. SCFAC Chair/Vice Chair: Barbara Richards and
  2. SCFAC Chair/Vice Chair: Ellen Perry.
  3. Terry Burgess and Dorothy O'Neal were nominated for positions, but both members declined the nominations.
- ◆ Nominations from the floor will be accepted until the actual voting occurs on June 8, 2006. All members are free to self-nominate or nominate other members for the upcoming election. The new term for officers begins July 1, 2006 and runs through June 30, 2008.

### 7. External Advisory Committee

- ◆ Two SCFAC members are serving on the External Advisory Committee, a team of stakeholders that meets at least quarterly to provide a regular, recurring forum to discuss and provide input to the Division on policy matters related to transformation and operation of the public mental health, developmental disabilities and substance abuse services system in NC. The membership consists of:
  1. SCFAC: Ron Huber and Ron Kendrick;
  2. Coalition 2001: Jill Keel;
  3. CPDMI: John Tote and Ben Staples;
  4. DD Consortium: Karen Stallings and Dave Richards;
  5. SA Federation: Margaret Stargell, Tom Hall and Tim Hall (Alternate);
  6. NC Council: Janet Schanzenbach, David Swann and Roy Wilson;
  7. NCACC: David Thompson and Patrice Roesler;
  8. NCACDSS: John Shore;
  9. PRLF: Sally Cameron;
  10. Chair: Mike Moseley;
  11. DMH Staff to Team: Leza Wainwright, Flo Stein and Christina Carter;
  12. DMA Staff to Team: Carol Robertson and Tara Larson.
- ◆ SCFAC members discussed the necessity for this committee to focus on what has been and what needs to be accomplished rather than on issues that could cause the group to lose focus and be ineffective. Members suggested comparing the tasks identified in previous State Plans with what actually was accomplished.

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- ◆ A motion was made to send a letter to the Division “requesting that more primary consumer organization members be invited to participate on stakeholder group meetings being held within the Division.”

### 8. Accountability Update

- ◆ Jim Jarrard, Accountability Team Leader, gave a presentation to the SCFAC. In April 2005, the Accountability and Regulatory Teams merged to form what is now called the Accountability Team. In July 2005, the Accountability Team was re-organized into four units to be more effective in daily work operations:
  - Compliance Unit: Sandee Resnick, Unit Leader;
  - Policy Unit: Mary Tripp, Unit Leader;
  - Regulatory Unit: Deb Kovalycsik and
  - Assurance Unit: Bill Harris, Unit Leader.
- ◆ The Compliance Unit responsibilities include:
  1. Medicaid Audits and documentation reviews of MH/DD/SA Authority.
  2. Reviewing area MH/DD/SA Authority compliance with DHHS Performance Contract Standards.
  3. CAP-MR/DD Compliance Reviews.
  4. Plans of correction which issue from citations of out of compliance findings.
- ◆ Policy Unit responsibilities include:
  1. Subrecipient Monitoring;
  2. Timely and accurate interpretations of Federal and State requirements;
  3. MH/DD/SA Service Records Manual;
  4. Endorsement Appeals;
  5. Record retention;
  6. Single audit programmatic reviews;
  7. Approval of facilities for the treatment of clients under petitions of involuntary commitment/maintenance of IVC registry and
  8. Cost variance analysis of LME systems management expenditure reports.
- ◆ Regulatory Unit Responsibilities include:
  1. Process and aggregate submissions for endorsement of providers of public MH/DD/SA services;
  2. Investigation of complaints and conducting of targeted reviews regarding MH/DD/SA Services;
  3. Revocation or suspension of privilege to bill for service review and submission and
  4. Plans of correction which issue from citations of out of compliance findings.
- ◆ Assurance Unit responsibilities include:
  1. Division review of Statewide providers of driving while impaired (DWI) treatment providers;
  2. Assuring compliance with PASARR regulations;
  3. Out-of-State provider reviews for compliance with NC requirements;
  4. Review MH/DD/SA services in NC correctional facilities and
  5. Process applications for licensure for teachers in Developmental Day settings.

### 9. Division Update

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- ◆ Phillip Hoffman provided the SCFAC with handouts reflecting the recommendations in the Governor's budget regarding funding for the MH/DD/SAS system. The Governor's budget contained the following:
  1. Expand Community-based services capacity. The request includes funding for child and adult substance abuse services, child and adolescent crisis services and supports and transitional support for residents of the state's psychiatric hospitals.
  2. Funding for the Mental Health trust Fund is requested for start-up and operating support to provide cost-effective community treatment services.
  3. Funding for information technology and equipment for the Central Regional Psychiatric Hospital to include network wiring, hardware, and a personal duress alarm system for staff.
  4. Operating funds for ADATC renovations are requested for legislatively authorized renovations of the three alcohol drug abuse treatment centers (ADATC).
  5. Developmental Therapies for Developmentally Disabled Clients was recommended for funding as a state-funded replacement service for approximately 1,740 developmentally disabled clients who will not qualify for other Medicaid-supported programs.
  6. Initiatives for Healthy Families will target pregnant women and women with dependent children who are at increased risk of mental health and substance abuse problems due to domestic violence or substance abuse.
- ◆ SCFAC members inquired about the use of funds that will be saved from the hospital closings and were informed that a portion of the savings would go to debt service and the remainder of funds would go to the community.
- ◆ Discussion included information on Division of Medical Assistance (DMA). The Division and DMA have weekly meetings to discuss relevant CMS services.

## 10. Draft State Plan 2006

- ◆ Rebecca Carina, Planning Team Leader, gave a brief update on the State Plan 2006 draft. Publication of the plan has been delayed and therefore the draft State Plan 2006 is scheduled to be sent out for public comment in August. It is the goal of the Division to have State Plan 2006 issued on October 2, 2006.
- ◆ SCFAC members provided input on critical issues they believe need to be addressed:
  1. Issues surrounding transportation of individuals to hospitals;
  2. There has been no increase per capita on DD sheltered workshops since 1993 and the people work for minimum wage;
  3. Provide financial merit-based incentives for LME administrative staff;
  4. Ensure statewide consistency of services by more equal funding distribution;
  5. Ensure that person centered plans are written with the focus on recovery as represented by the consumer's perception of recovery;
  6. Increase opportunities for consumer-run businesses;
  7. Include technical support as well as funding for consumer related initiatives;
  8. Increased collaboration and communication between various agencies needs to be continually developed and
  9. Increased information and education for consumers about where to go to get answers to their questions and concerns.

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- ◆ SCFAC members agreed to review this area in more depth and provide a more comprehensive list of critical issues. Ron Kendrick and Ron Huber will provide the list to the External Advisory Committee on Tuesday, May 16, 2006.

**11. LOC Recommendations to the General Assembly**

- ◆ Jere Annis recommended sending a letter supporting the LOC recommendations. Jere will draft a letter and send it to the members for their review.

**12. Best Practice Recommendations**

- ◆ SCFAC members reviewed a draft letter providing Evidence Based Best Practice recommendations to the Division. The members agreed to send the letter to Division staff as written which includes the following:
  1. Publish the names and sources of access for the currently accepted EBP within North Carolina, including Multiple Systemic Therapy (MST).
  2. Publish the names and sources of access for the currently accepted tool kits within North Carolina.
  3. Publish the names and sources of access of the Fidelity Scales that have been accepted by the state for the implementation and administration of the EBPs.
  4. Implement independent Division-level review using the State Health Authority Yardstick (SHAY).

**13. Legislative Awareness Day**

- ◆ The SCFAC, in its April meeting, discussed the possibility of collaborating with other organizations to hold “Advocacy Rallies” across the state to increase public awareness of the need for additional MH/DD/SAS funding. The members agreed that this type of advocacy activity was beyond the scope of the SCFAC in its role as an advisory group. The members then discussed the possibility of heightening the awareness of gaps in the service continuum by collaborating with local CFACs. Sub-committee members, Dorothy O’Neal, Andrea Stevens, and Amelia Thorpe will continue to review this issue.

**14. ELT Report**

- ◆ Ron Huber attended the April 25, 2006 ELT meeting in Raleigh. He stated that the long range goals of the Division were discussed during this meeting and that Christine Thompson (Heart of the Matter Consulting Inc.) was awarded the contract to develop the Division’s long range plan and long range finance plan. Ron reported that ELT members also discussed service gaps. The focus included identifying what the needs are and applying money to address those needs.

**15. SCFAC Newsletter**

- ◆ A sub-committee was formed to start work on the next issue of the SCFAC newsletter. The members include Ron Huber, Bev Stone, Barbara Richards, David Taylor and Matthew Elliot. The sub-committee will submit articles to Cathy Kocian by mid June.

**16. LME Provider Profile**

- ◆ The purpose of the project is to develop measures, standards and guidelines for evaluating the performance of MH/DD/SAS provider agencies. This project will develop statewide, standardized core elements and procedures for producing local

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provider performance reports and using the results for quality improvement. The objectives are as follows:

1. Create core performance measures;
2. Create guidelines for LMEs;
3. Solicit input from providers, LMEs and consumers;
4. Develop training and technical assistance for stakeholders;
5. Develop QI structure and processes;
6. Develop performance standards for evaluation and
7. Develop a strategy for comparing provider agencies.

**17. SCFAC Annual Report 2005-2006**

- ◆ The SCFAC Chair will distribute a draft Annual Report at the June SCFAC meeting for the committee to review and provide comment/feedback.

**18. Next Meeting**

- ◆ The next meeting is scheduled for June 8, 2006, from 9:30 A.M. – 3:30 P.M. and will be held at the Dorothea Dix Hospital Campus in the Royster Building in Room 116.

**19. May 2006 Meeting Agenda**

- ◆ Approval of the Agenda.
- ◆ Approval of the May meeting minutes.
- ◆ ELT Update.
- ◆ Division Update.
- ◆ Discussion of July 2006 Meeting Agenda.